



Business & Technology Applications Analyst

DESCRIPTION OF WORK:

This is technical and analytical work in developing, designing, and/or supporting applications for the business, research, and/or instructional functions of clients. Employees participate in the development of solutions using programming expertise for day-to-day problems to include maintenance, modification or development of complex inter-related applications/solutions. Solutions link technical knowledge with business, research and/or instructional solutions and may range from consulting services (software or hardware recommendations) to developing integrated-automated systems. Duties include client needs assessment as well as evaluating hardware availability and software requirements. Employees should be able to work independently with minimal supervision.

EXAMPLES OF COMPETENCIES:

CONTRIBUTING:

- **Project Management:** Ability to interact as a productive team member on a project team or manage a project task.
- **Technical Knowledge:** Understands theory behind applications systems analysis and programming and requires some guidance to develop applications.
- **Technical Solution Development:** Ability to develop logical flow of simple applications. Ability to design input/output and file specifications.
- **Technical Support:** Ability to effectively use available tools in problem solving and systems analysis. Ability to perform diagnostics on assigned software and/or hardware according to standard operating procedures.
- **Consultancy Skills:** Ability to convey technical information to client and promote understanding of relevant issues.

JOURNEY

- **Planning and Organizing:** Ability to organize and follow complex and/or detailed technical procedures. Ability to work independently and performs job with minimal supervision.
- **Project Management:** Ability to manage one module of a larger project or responsible for projects of limited to medium complexity.
- **Technical Knowledge:** Competent to work on most phases of application systems analysis and programming without guidance.
- **Technical Solution Development:** Ability to devise or modify applications to solve moderately complex problems considering computer equipment capacity and limitations.
- **Technical Support:** Knowledge of technical features to suggest modifications to prevent future problems.
- **Consultancy skills:** Ability to consult with clients and higher-level technicians and analysts to resolve technical problems and ensure client satisfaction. Ability to interact with client to discuss alternative technical solutions.

ADVANCED

- **Planning and Organizing:** Knowledge of work standards, standard processes and references to regularly assist management in changes. Ability to plan and organize day-to-day work of other technicians and/or analysts.
- **Project Management:** Ability to manage complex projects.
- **Technical Knowledge:** Ability to interact and serve as an a technical resource to technicians and analysts.
High technical knowledge level of applications systems analysis and programming.
Understanding of detailed technical issues to design architecture for stable technologies and provides direction for technicians and other analysts.
- **Technical Solution Development:** Ability to investigate, research and implement new technologies in specialty or related area. Knowledge of computer equipment capacity and limitations to devise or modify procedures to solve complex problems.
- **Technical Support:** Ability to interact with and serve as a key resource in solving problems of high complexity to other analyst and technicians. Ability to recommend methods of resolving problems to lower level analysts or client representatives.
- **Consultancy Skills:** Ability to consult with clients on issues and requests that require the implementation or creation of a custom solution.

MINIMUM TRAINING AND EXPERIENCE:

Graduation from a four-year college or university with nine semester hours in programming and one year of experience in business application consulting or development. Experience in the field of work related to the position's role may be substituted on a year-for-year basis.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.

Degrees must be received from appropriately accredited institutions.